



## COLLEGE OF THE HOLY CROSS

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**To:** Faculty  
**From:** Stephen J. King, Director of Information Technology Services  
**Date:** August 21, 2000

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I am pleased to update you on many improvements to the technology infrastructure, support, and IT services of the College. However, before I share these details I want to cover two important points. First, I am entering my second five years at the College. I am as excited and committed as ever to the proper use of technology here at Holy Cross. In that technology is a tool and ITS is a service organization, we face many challenges of expectations, balance among the teaching, learning, research and administrative activities of the College, and the rapid pace of technological changes. I want to renew my commitment to you, to provide more outreach (as a start, meet twice a year with academic departments/chairs) and to expand support to the academic side of the College. These points are supported by the ITS goals for FY 2001 which are attached.

Second, a few words on an IT strategic framework and planning. The IT planning process which many of you participated in last year identified issues in four categories: IT support for academics, IT environment and infrastructure, ITS services (including training, documentation and technical support), and computer applications. For you, the first category was clearly the highest priority and we drafted a set of recommendations. In parallel, Stephen Ainlay had a subcommittee of AAC draft a report of issues and recommendations about educational technology. Both efforts have much in common. We have shared these with Father McFarland, have had multiple meetings with him, and look forward to a College statement of direction this fall. In the detail which follows, I hope you see steps that ITS is taking to improve and expand our support to you.

On a final personal note, I am quite proud of ITS and the recognition which ITS and the College have received for technology (i.e., EDUCAUSE, Yahoo, WebSite). In the next five years, I would like to collaborate with you on projects which would receive recognition nationally such as the ComputerWorld Smithsonian Awards: A Search for New Heroes. These awards are for innovative applications and use of technology in teaching and learning. In 1992, I was proud to be a finalist from Harvard University for the development and use of customer textbooks in the English as a Second Language (ESL) department.

### INFORMATION TECHNOLOGY INFRASTRUCTURE

In May we outlined for you many network changes to be accomplished over the summer months. I am happy to report that we are on schedule and the College is very well positioned for the next five years. Network changes to both improve performance and provide capacity include a new core switch, beginning the conversion from hubs to switches in buildings, segmenting the campus into more local area networks, upgrading all Novell softwares to 5.1 or better, and diagnostic equipment for testing fiber, wiring, network interface cards, etc.

Security has been a major priority over the last year. The College now has a comprehensive IT security framework. Network segmentation, redundant firewalls, new firewall rules, an ITS focus of responsibility, upgrades to back-up software and procedures, and network management are all very important steps that we have taken to ensure the proper integrity, control and security of the College's information assets and computing environment.

We have continued our move in both upgrading College servers and using the EMC<sup>2</sup> Storage Array Network. Five new, diskless, Sun servers have been leased, creating a "Web" farm. This work-in-progress also moves the data onto the EMC<sup>2</sup> Symmetrix/Connectrix boxes, which now provide almost 3 terabytes of data storage for the College.

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## SUPPORT

The most direct area of support to you is User Services, led by Jennifer Ruggiero. The College IT Help Desk has been expanded to have two specialists (Lorrie Parent and Jennifer Jones) and work study students. Fenwick B-22 also offers you two new scanners (a slide scanner and a flatbed scanner) and a CD burner (you must bring the CD's). We also want to know what new technologies that you would like to see in this small computer lab. Support to your students in the residence halls has been expanded to 13 Residential Computer Consultants (RCC's).

The College's three Desktop Support Specialists have been given additional assignments this year. Ron Sarja, the Mac specialist, is to support the Millard teaching classroom and assist as needed in the Multi-Media Resource Center (MRC). Brian Batty is to support the O'Kane student public lab and the Beaven computer classroom. Ken Scott is to support the Stein 311 and Haberlin 408. David Shettler is available for assistance with Swords 219, the College's Unix computer classroom. Amongst their responsibilities are to ensure current software, schedule time each day and be available via beeper through the Help Desk (x3548) for immediate response.

Ellen Keohane has made a very nice transition this year to lead the technical services and production support parts of our organization. Her lead people are Harold Knapp, Jim Noonan and Father Pomeroy. We will continue our planned maintenance schedule of the first and third Saturdays of each month, beginning on September 16.

We continue to work with Dean's Office on the Faculty and Technology day and mini conference. We are also working with the Registrar to identify courses and specific classes which need more timely or dedicated classroom support for technology. Lastly, we are working on a complete technology training schedule with a number of departments for September 2000 - May 2001.

## SERVICES

- **Academic Softwares:** SPSS upgrades and versions for both the network and workstations (Note: great collaboration between User Services and Technical Services with faculty from Psychology and Sociology); 65 copies of Adobe PhotoShop for Macs, complimenting one of the most popular softwares on the NAL; Visual Arts 3D Modeling Software.
- **Library Computers and Network Access:** The reading room has been expanded to have a "left bank" of 8 computers and 2 printers. Approximately 100 network connections have been added to the lower two carousel levels for students to connect laptops. Both the science and music libraries received 2 additional network workstations.
- **New Workstations:** In June we completed the acquisition of new workstations for all faculty and staff. This ends the three-year program to provide leased machines, which will be replaced every three years. Jennifer Ruggiero, her staff and three excellent students completed over 300 installations by the end of June - a record!
- **Computer Classrooms (i.e., computer for each student):** The five teaching classrooms in Stein, Swords, Haberlin and Millard continue to grow in use. Beaven added three machines and had significant networking done in replacing network interface cards and wiring in the data communication closets.
- **Multi-Media Classrooms:** Led by Joel Villa and Audio-Visual Services, we are now up to 28 multi-media classrooms. Fourteen are now equipped with new or upgraded projectors this summer. All but three now have permanently installed leased workstations.
- **Academic Computing Labs:** Over 50 new workstations were installed in Classics (3), Economics (2), Mathematics (22), the Multi-Media Resource Center (6), Music (2), Physics (13), Sociology (4), and Theatre (2). Again, all computer labs now have current, leased personal computers.
- **Student Kiosks:** On an experimental basis, 10 workstations will be installed in September at three locations for casual, walk-up use to check email. The locations are: 4 personal computers will be in the Stein student lounge, 2 Mac's and 2 Dell machines on the 2<sup>nd</sup> floor of the Hogan Campus Center and 2 Dell machines in the lower level near Crossroads in the Hogan Campus Center.
- **O'Kane Student Lab:** One laser printer was added, making two in total.

- **Student Administrative Services Initiative:** As you know, the College announced last January the SASI program which SASI program is designed to address individual student and faculty services. Acting President Frank Vellaccio challenged us: "The direction for institutions of our caliber is clear; it is to provide state-of-the-art tools to facilitate learning and communication between faculty and students. To the extent that these tools can also be used to enhance administrative services, we will pursue them. At this time, "state-of-the-art" means web-enabled, client server technology, and integrated data bases. PeopleSoft applications are one vehicle for bringing that technology to support academic, student and administrative services at Holy Cross."

Frank Vellaccio is now the executive sponsor and has hired Bob Hohler, an experienced project manager. The College is up and running on CollegeNet, a service for prospective students and parents to inquire and apply via the Internet. This service includes an automatic email response to the prospect and applicant from Holy Cross Admissions.

Our initial introduction of a Web-based Course Guide, led by Registrar, was very well received by students and faculty. Student schedules will be available via the Web in October. These and more services will become part of release 1 of MYHC, the College portal early next year.

Kick off of the implementation of PeopleSoft's Student Administration software including exciting, new functionality in academic advisement, housing, student orientation, and access to information by students and faculty will begin on August 28<sup>th</sup>.

On behalf of ITS, I wish you the best for academic year 2000-2001. I look forward to serving you and responding to the new directions of Father McFarland and the ever-changing world of computers and technology. As we laid my father to rest in May after a wonderful life including thirty-five years as a computer sales executive, his last writing included "our job is to do the best we can on Earth". But the phrase that followed is that our time together is "infinitesimal compared to eternity". Thanks for you collegiality, support, and future collaboration.

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- As a service department to all members of the community, make continuous improvements in services by: improving communications, managing expectations, reporting on service levels, allocating resources, and making efficiency gains.
- With the fiduciary responsibility for systems and computing resources, provide a highly secure, high performance, state-of-the-art network infrastructure and first-class user services organization to all members of the community.
- Complete and institutionalize an IT strategic framework and planning process which includes priority setting, advisory groups, campaign objectives, financial management and advanced technologies.
- Assist in defining and implementing an academic computing support structure for faculty.
- Publish the College's IT architecture and portal strategy with a phase 1 service offering by early spring. Deliver ten Web services for students, faculty, and staff.
- Continue to support EPU projects including PeopleSoft HRMS and Kronos "go live" in October and Phase II in June 2001.
- Provide leadership and staff support to the Student Administrative Services Initiative (SASI). Deliverables include requirements definition, policy and procedure changes, technical support, partnerships and College community input.
- Continued staff and organizational developments of ITS.